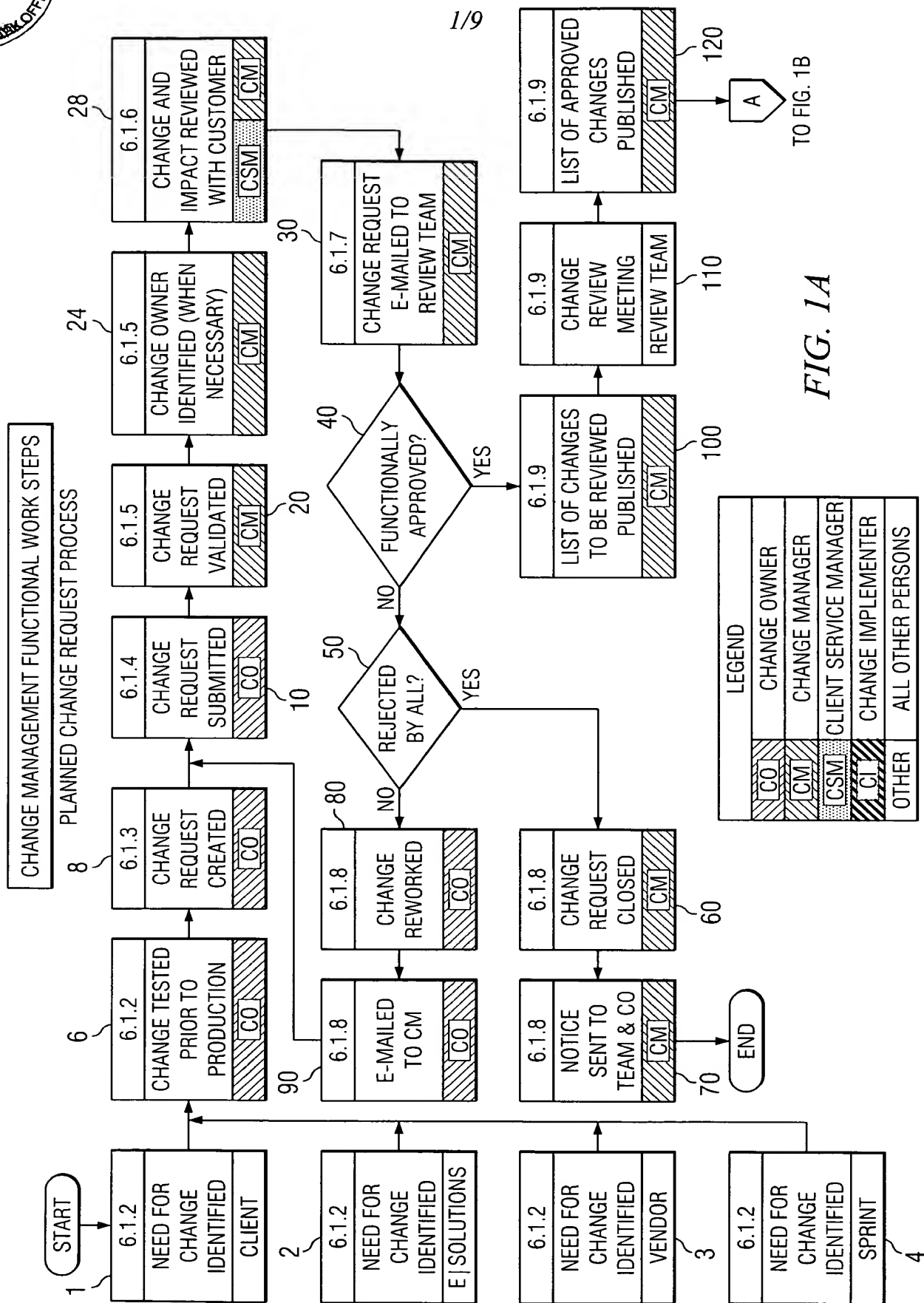




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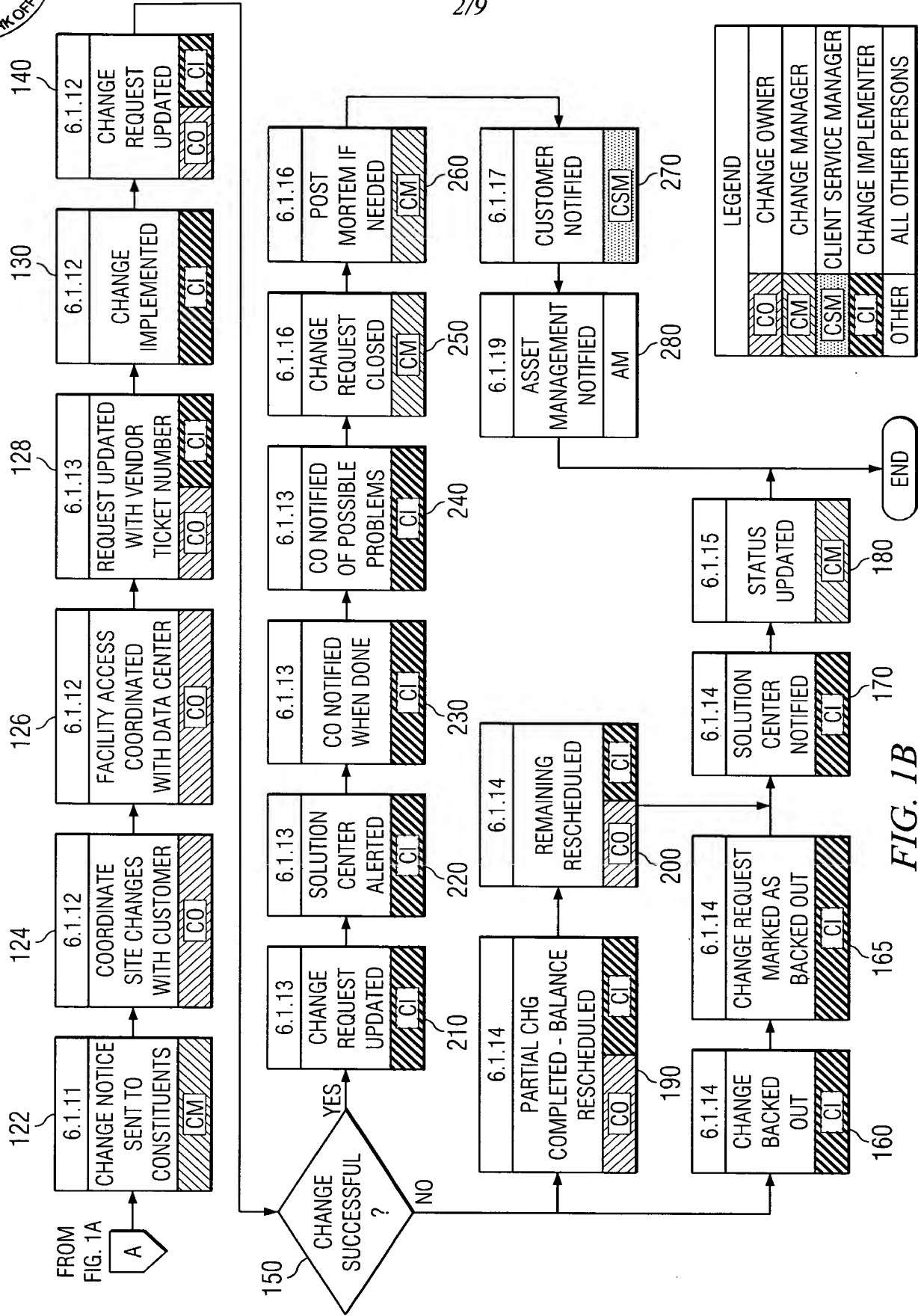


FIG. 1B



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CHANGE MANAGEMENT
FUNCTIONAL WORK STEPS

EMERGENCY CHANGE
REQUEST PROCESS

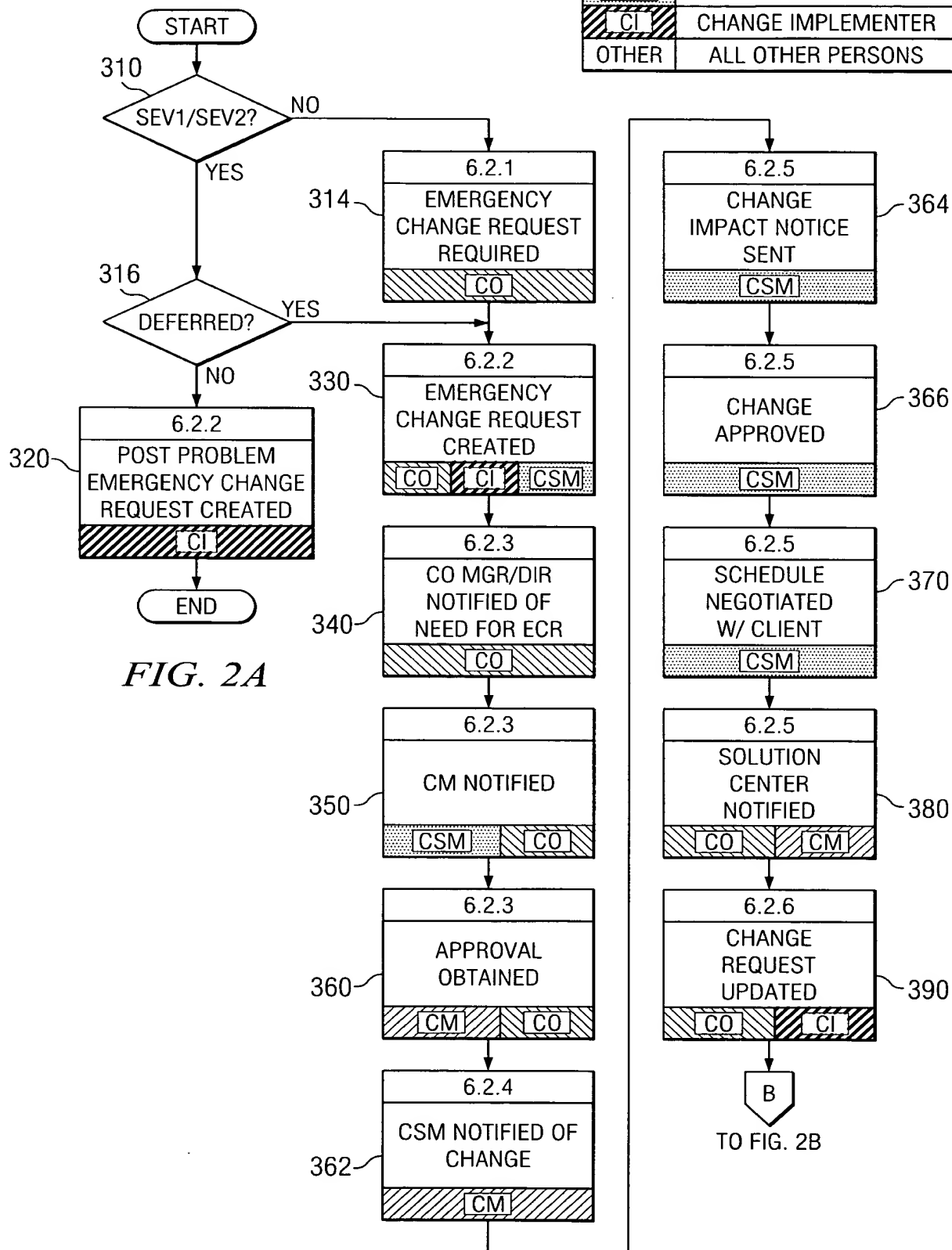
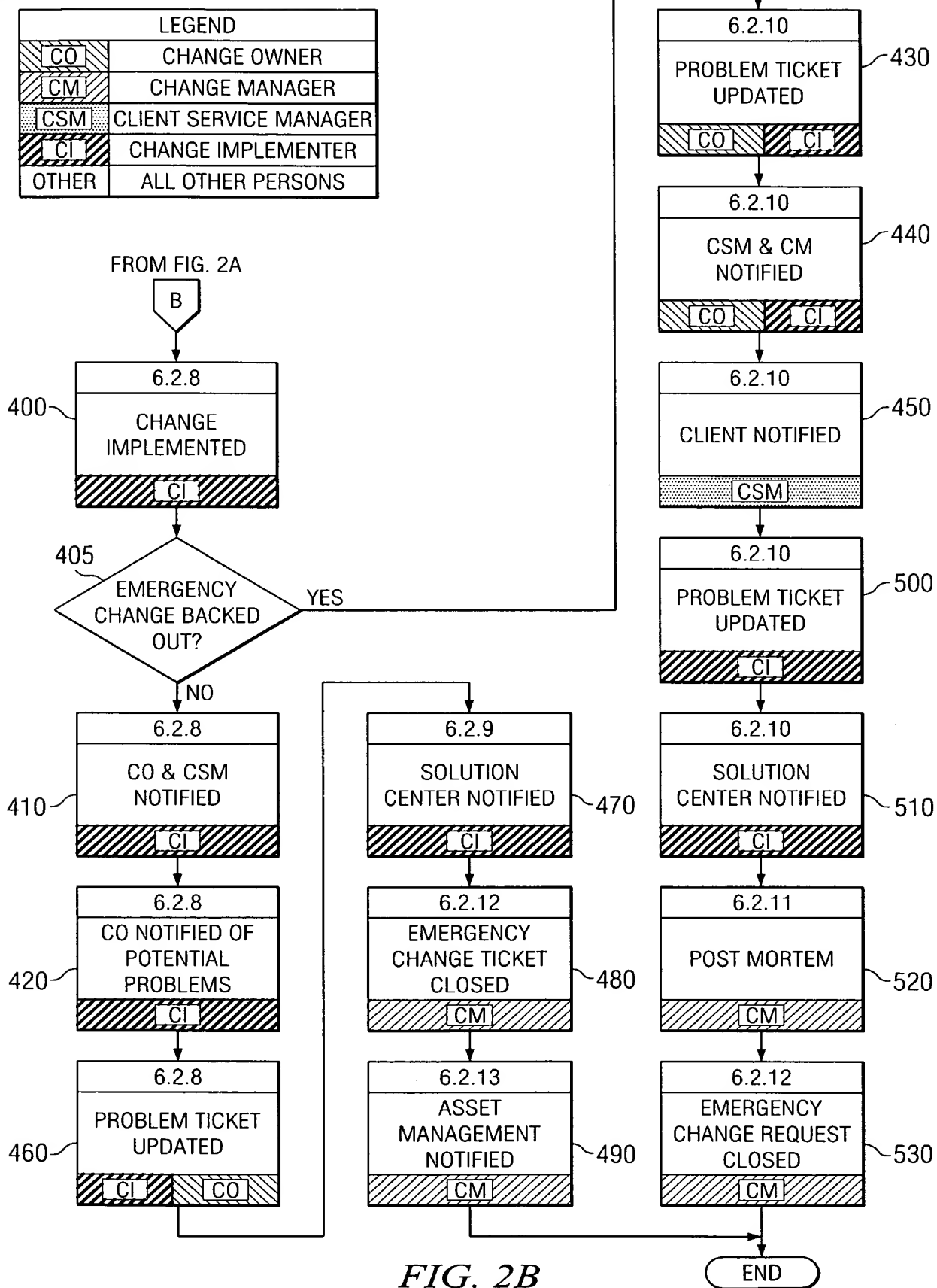


FIG. 2A



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Change Management System

Welcome To The
Sprint Solution Center's
Change Management System

Please Login

User Name

Password

Development

Register As A 'New User'

I Forgot My Password

610 640 620 630 650

FIG. 3

Security Level 3

Quick NAV	
<input type="checkbox"/>	Logout - Bogus Level 1 810
<input type="checkbox"/>	Edit Your User Information 820
<input type="checkbox"/>	Change Request List 830
<input type="checkbox"/>	Enter New Change Request 840
<input type="text"/>	

FIG. 5

Security Level 4

Quick NAV	
<input type="checkbox"/>	Logout - Monte Fransen 910
<input type="checkbox"/>	Edit Your User Information 920
<input type="checkbox"/>	Change Request List 930
<input type="checkbox"/>	Enter New Change Request 940
<input type="checkbox"/>	User Management 950
<input type="checkbox"/>	E-mail Group Management 960
<input type="text"/>	

FIG. 6



Quick NAV

Logout - Bogus Level 1

Edit Your User Information

Change Request List

Enter New Change Request

Active Change Requests

Search Select	ID Z - A	Title	Customer	Status	Assigned To Group	Created By	Date Entered
<input type="radio"/> ?	<input type="text"/>	<input type="text"/>		<input type="text" value="Any Status"/>	<input type="text"/>		<input type="text" value="3/6/2001 11:21:37 AM"/>
<input type="radio"/> view	1009	TEST: Firewall problem	First Group America	Resolved	Architecture & Engineering	Bogus Level1	3/6/2001 11:21:37 AM
<input type="radio"/> edit	1008	This is just a draft	First Group America	Draft		Bogus Level1	3/6/2001 11:19:13 AM

FIG. 4



Change Management System	
User Registration	
Complete All Items Below to create or edit your user account. Contact your Manager if you have any questions or to have your access level increased. * = Required Field	
*First Name Bogus	*Last Name Level1
*Email Address monte.fransen@mail.sprint.com	*User ID bogus1
Your Email Address will be used for communication. Please use the Email Address that you wish to receive Time Management Communication at. Click the check box to receive Email Notifications About the Change Requests related to Your Company.	
*Company First Group America	*Business Phone 404-649-0115
Mobile Phone	Pager Pin
*Password *****	*Confirm Password *****

FIG. 7



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Change Management System				
Change Request				
1150	<input type="button" value="Save As Draft"/>	Choose this option if all of the required fields are not filled out. The Change Request WILL NOT be submitted to Change Control but all of the information will be saved.		
1152	<input type="button" value="Submit Request"/>	Choose this option if you are ready to submit your request to Change Control. All required fields must be filled out.		
Change Request Title And Type				
*Title Or Brief Description Of Change Request <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1102				
*Change Request Type <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1104		*Customer Category <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1106		*Group Initiating Change <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1108
Vantive Case <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1110	Remedy Case <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1112	TRS Case <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1114	EA Case <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1116	OTS Case <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1118
Customer Information				
*Company Name First Group America		*Location Of Change (City) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1120		
Change Requestor Information				
*Requestor Name Bogus Level2 1122		*Phone (with dashes) 404-555-7213 1124		
Change Owner Information				
*Owner Name Bogus Level2 1126		*Phone (with dashes) 404-555-7213 1128		
Change Implementer(s)				
*Change Request Assigned To Group Not Yet Assigned				
Name 1130 Phone (with dashes) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1132				
Name 1134 Phone (with dashes) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1136				
Name 1138 Phone (with dashes) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1140				
Name 1142 Phone (with dashes) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1144				
*Change Applies To				
Hardware Router Switch OS Patch OS Upgrade DB Patch DB Upgrade Application <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1146		Choose multiple items by holding the ctrl key down and selecting the items.		
*Organizations Impacted				
Architecture & Engineering Backbone OPs Change Management Customer Data Center OPs DOSM DSI Edge Opps <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 1148		Choose multiple items by holding the ctrl key down and selecting the items.		

FIG. 8



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Change Management System					
E-mail Group Management					
Available E-Mail Groups					
Select	E-Group Name A - Z	Owner Company	Owner Group	Activate On Status	Description
1210	Change Management	Sprint E Solutions	Change Management	Pending Approval	Send e-mail on status Pending Approval.
1220	Change Management	Sprint E Solutions	Change Management	Submitted	Send e-mail when a change is submitted
1230	Change Management	Sprint E Solutions	Change Management	Scheduled	E-mail with Scheduled
1240 Create New Group					

FIG. 9

Change Management System																				
E-mail Group Definition																				
<div>Group Name 1310 <input type="text" value="Change Management"/></div> <div>Group will be activated when the status of the Change Request is equal to... <input type="text" value="Pending Approval"/> 1320</div> <div>Owner Company <input type="text" value="Sprint E Solutions"/> 1330</div> <div>Owner Group/Department <input type="text" value="Change Management"/></div> <div>Group Description 1340 <input type="text" value="Send e-mail on status Pending Approval."/> 1350</div> <div>1370 <input type="button" value="Update Group"/> 1380 <input type="button" value="Delete Group"/> 1390 <input type="button" value="Cancel Action"/></div>	<div>Available Email Addresses</div> <table border="1"><tbody><tr><td>Sprint E Solutions - James Barnwell-james.c.barnwell@mail.</td></tr><tr><td>Sprint E Solutions - Jim Beame-monte.fransen@mail.sprint.c</td></tr><tr><td>Sprint E Solutions - Andrew Beasley-andrew.f.beasley@mail.</td></tr><tr><td>Sprint E Solutions - Scott Bosarge-scott.a.bosarge@mail.spr</td></tr><tr><td>Sprint E Solutions - Anastasia Clark-anastasia.d.clark@mail.s</td></tr><tr><td>Sprint E Solutions - Change Control-change.control@mail.sp</td></tr><tr><td>Sprint E Solutions - Randell Daniels-randell.daniels@mail.sp</td></tr><tr><td>Sprint E Solutions - Monte Fransen-monte.fransen@mail.spr</td></tr><tr><td>Sprint E Solutions - Garfield Henry-garfield.henry@mail.sprin</td></tr><tr><td>Sprint E Solutions - Alexis Holcomb-alexis.d.holcomb@mail.</td></tr><tr><td>Sprint E Solutions - Rick Johnson-rick.k.johnson@mail.sprin</td></tr><tr><td>Sprint E Solutions - Dwayne Moore-dwayne.l.moore@mail.s</td></tr><tr><td>Sprint E Solutions - Gary Raney-gary.l.raney@mail.sprint.con</td></tr><tr><td>Sprint E Solutions - Brian Sallee-brian.j.sallee@mail.sprint.c</td></tr><tr><td>Sprint E Solutions - H Winnifred Smith-winnifred.x.smith@m</td></tr><tr><td>Sprint E Solutions - Winnfred Smith-winnfred.x.smith@mail.</td></tr><tr><td>Sprint E Solutions - David Sommers-david.f.sommers@mail.</td></tr><tr><td>Sprint E Solutions - Michael Stubbs-michael.k.stubbs@mail.</td></tr><tr><td>Sprint E Solutions - William Smith-william.b.smith@mail.spr</td></tr></tbody></table> <div>1360</div>	Sprint E Solutions - James Barnwell-james.c.barnwell@mail.	Sprint E Solutions - Jim Beame-monte.fransen@mail.sprint.c	Sprint E Solutions - Andrew Beasley-andrew.f.beasley@mail.	Sprint E Solutions - Scott Bosarge-scott.a.bosarge@mail.spr	Sprint E Solutions - Anastasia Clark-anastasia.d.clark@mail.s	Sprint E Solutions - Change Control-change.control@mail.sp	Sprint E Solutions - Randell Daniels-randell.daniels@mail.sp	Sprint E Solutions - Monte Fransen-monte.fransen@mail.spr	Sprint E Solutions - Garfield Henry-garfield.henry@mail.sprin	Sprint E Solutions - Alexis Holcomb-alexis.d.holcomb@mail.	Sprint E Solutions - Rick Johnson-rick.k.johnson@mail.sprin	Sprint E Solutions - Dwayne Moore-dwayne.l.moore@mail.s	Sprint E Solutions - Gary Raney-gary.l.raney@mail.sprint.con	Sprint E Solutions - Brian Sallee-brian.j.sallee@mail.sprint.c	Sprint E Solutions - H Winnifred Smith-winnifred.x.smith@m	Sprint E Solutions - Winnfred Smith-winnfred.x.smith@mail.	Sprint E Solutions - David Sommers-david.f.sommers@mail.	Sprint E Solutions - Michael Stubbs-michael.k.stubbs@mail.	Sprint E Solutions - William Smith-william.b.smith@mail.spr
Sprint E Solutions - James Barnwell-james.c.barnwell@mail.																				
Sprint E Solutions - Jim Beame-monte.fransen@mail.sprint.c																				
Sprint E Solutions - Andrew Beasley-andrew.f.beasley@mail.																				
Sprint E Solutions - Scott Bosarge-scott.a.bosarge@mail.spr																				
Sprint E Solutions - Anastasia Clark-anastasia.d.clark@mail.s																				
Sprint E Solutions - Change Control-change.control@mail.sp																				
Sprint E Solutions - Randell Daniels-randell.daniels@mail.sp																				
Sprint E Solutions - Monte Fransen-monte.fransen@mail.spr																				
Sprint E Solutions - Garfield Henry-garfield.henry@mail.sprin																				
Sprint E Solutions - Alexis Holcomb-alexis.d.holcomb@mail.																				
Sprint E Solutions - Rick Johnson-rick.k.johnson@mail.sprin																				
Sprint E Solutions - Dwayne Moore-dwayne.l.moore@mail.s																				
Sprint E Solutions - Gary Raney-gary.l.raney@mail.sprint.con																				
Sprint E Solutions - Brian Sallee-brian.j.sallee@mail.sprint.c																				
Sprint E Solutions - H Winnifred Smith-winnifred.x.smith@m																				
Sprint E Solutions - Winnfred Smith-winnfred.x.smith@mail.																				
Sprint E Solutions - David Sommers-david.f.sommers@mail.																				
Sprint E Solutions - Michael Stubbs-michael.k.stubbs@mail.																				
Sprint E Solutions - William Smith-william.b.smith@mail.spr																				

FIG. 10